

WHAT IS CLAIMED IS:

1. A method for managing data storage according to content of the data or any other related metadata or input information related to the recorded data, comprising:
 - determining at least one characteristic of the data according to the content;
 - selecting one of a plurality of storage options having different types of accessibility and / or capacity according to said at least one characteristic of the data and according to at least one rule; and
 - placing the data into said selected storage option
2. The method of claim 1, wherein said placing said data further comprises compression of the data according to access needs or data importance.
3. The method of claim 1, wherein said data is data which needs formatting.
4. The method of claim 1, wherein said data is metadata.
5. The method of claim 1, wherein said determining said at least one characteristic of said data is done using CTI server data.
6. The method of claim 1, wherein said determining said at least one characteristic of said data is done using CRM server data.
7. The method of claim 1, wherein said determining said at least one characteristic of said data is done using third party data processors.
8. The method of claim 1, wherein said selected storage option causes deletion of the data.
9. The method of claims 1, wherein said plurality of storage options include storage options having at least two different types of devices.

10. The method of claim 9, wherein at least one storage option includes an on-line storage device.

11. The method of claim 9, wherein at least one storage option includes an off-line storage device.

12. The method of claim 9, wherein at least one storage option includes a near-line storage device.

13. The method of claim 1, wherein said at least one characteristic of the data includes metadata associated with the data.

14. The method of claim 13, wherein said metadata is obtained by analyzing the data.

15. The method of claim 14, wherein the data is analyzed automatically according to a type of the data.

16. The method of claim 15, wherein the data includes a plurality of different types of data, and said plurality of different types of data is analyzed concurrently.

17. The method of claim 14, wherein the data is rendered into a common format before being analyzed automatically.

18. The method of claim 14, wherein the data is rendered into a common format after being analyzed automatically.

19. The method of claim 1, wherein said at least one rule includes a time interval for holding the data in said selected storage option.

20. The method of claim 19, wherein the data is migrated from a first selected storage option to a second selected storage option after said time interval has elapsed.

21. The method of claim 1, wherein said at least one rule is entered manually.

22. The method of claim 1, wherein said at least one rule is generated automatically.

23. The method of claim 22, wherein said at least one rule is generated automatically according to business data.

24. The method of any of claims 19, wherein said at least one rule includes an action to be performed on the data according to an event, wherein said event is related to said at least one characteristic of the data.

25. The method of claim 1, further comprising receiving data from an input source before determining said at least one characteristic of the data, wherein said input source includes at least one of video data, audio data, coded data, e-mail messages, e-mail attachments, chat messages, other types of messaging system messages, documents transmitted by facsimile and user interface data, and a combination thereof.

26. The method of claim 13, wherein feedback from an analysis of the data is used for determining said at least one characteristic of the data.

27. A system for data management according to content of the data, comprising:

- (a) an analysis module for analyzing the data to determine at least one characteristic of the data;
- (b) a rule engine for comparing said at least one characteristic of the data to at least one rule;
- (c) a storage manager for receiving a decision from said rule engine for at least storing the data; and
- (d) a plurality of storage options having different types of accessibility and / or capacity for storing the data, wherein said storage manager stores the data in one of said plurality of storage options according to said decision.

28. The system of claim 27, wherein said storage options have different characteristics.

29. The system of claim 27, wherein said different characteristics include lifetime of

stored data, and reliability to the user.

31. The system of claim 27, wherein said system for said data management is a metadata analysis system.

32. The system of claim 27, wherein said analysis module is a metadata analysis module.

33. The system of claim 27, wherein said storage options include storage within said metadata analysis system.

34. The system of claim 27, further comprising a client, wherein said rule engine determines if data is to be retrieved to said client.

35. The system of claim 27, further comprising an input source for providing data to said metadata analysis module, wherein said rule engine determines if the data is to be used as feedback to said input source.

36. The system of claim 27, wherein an operation of said rule engine is manually triggered.

37. The system of claim 27, wherein an operation of said rule engine is automatically triggered.

38. The system of claim 37, wherein said rule engine is an initiator of a process for at least storing the data.

39. A system for the analysis of content of data to be stored comprising:

(a) a correlator for correlating more than one source of data selected from the group containing computer metadata, telephony metadata, formatted data and telephony content data for determining at least one characteristic of the data to be stored;.

(b) an analysis module for comparing at least one characteristic of the data to at least

one rule for determining where to store the data to be stored;

- (c) at least one storage for storing a part or all of the data to be stored.

40. The system of claim 39, wherein said system is a Computer Telephony Integration (CTI) server.

41. The system of claim 39, wherein one of said sources of data is the source data received as input.

42. A system for data management according to metadata, comprising:

- (a) a CTI server for providing metadata input for the data;
- (b) an analysis module for analyzing said metadata to determine at least one characteristic of the data;
- (c) a rule engine for receiving said metadata input and for comparing said at least one characteristic of the data or of the metadata to at least one rule;
- (d) a storage manager for receiving a decision from said rule engine for at least storing the data; and
- (e) a plurality of storage options for storing the data, wherein said storage manager stores the data in one of said plurality of storage options according to said decision.

43. A system for data management according to metadata, comprising:

- (a) a CRM server for providing metadata input for the data;
- (b) an analysis module for analyzing said metadata to determine at least one characteristic of the data and also for analyzing content of the data;
- (c) a rule engine for comparing said at least one characteristic of the data to at least one rule;
- (d) a storage manager for receiving a decision from said rule engine for at least storing the data; and
- (e) a plurality of storage options having different types of accessibility and / or capacity for storing the data, wherein said storage manager stores the data in one of said plurality of storage options according to said decision.